

ABSTRAK

Penelitian Ini bertujuan untuk mengetahui besarnya pengaruh penerapan *total quality management* dan komitmen organisasi terhadap kinerja perusahaan pada PT Pos Indonesia (Persero).

Pendekatan penelitian ini adalah analisis deskriptif dan verifikatif dengan menggunakan data primer. Teknik sampling yang digunakan adalah *Probability sampling* dengan metode *proportionate stratified random sampling*. Analisis statistik yang digunakan dalam penelitian ini adalah uji asumsi klasik, analisis regresi, korelasi, pengujian hipotesis dengan menggunakan uji t dan uji F serta analisis koefisien determinasi. Banyaknya populasi penelitian adalah 199 orang, sampel penelitian yang digunakan adalah 67 orang dengan sumber data yang diperoleh melalui pengisian kuesioner.

Berdasarkan hasil penelitian yang dilakukan dapat diketahui bahwa secara parsial penerapan *total quality management* dan komitmen organisasi berpengaruh terhadap kinerja perusahaan. Dimana besarnya pengaruh *total quality management* sebesar 45,1%, komitmen organisasi 14,3% terhadap kinerja perusahaan. Secara simultan penerapan *total quality management* dan komitmen organisasi terhadap kinerja perusahaan sebesar 59,4%, sedangkan sisanya yaitu sebesar 40,6% merupakan pengaruh faktor lain di luar kedua variabel independen yang sedang diteliti, seperti sistem pengendalian manajemen, pengendalian intern dan budaya organisasi.

Kata Kunci: *Total Quality Management*, Komitmen Organisasi, Kinerja Perusahaan

ABSTRACT

This research aims to determine the influence effect of the total quality management implementation and commitment organization to the company performance at PT Pos Indonesia (Persero).

The research approach used in this research is a descriptive and verification analysis by using primary data. The sampling technique used is probability sampling with the method is proportionate stratified random sampling. Statistical analysis used in this study is the classical assumption test, regression analysis, correlation, hypothesis testing using t-test and F-test and analysis of the coefficient of determination. The number of the population in this research was 199 people, the sample used in this research are 67 people with the source of the data obtained through the results of questionnaires.

Based on the results conducted by partial evaluation can be seen that the total quality management implementation and commitment organization to the company performance. Where the influence of the total quality management implementation as much as 45.1% and commitment organization as much as 14,3% to the company performance. Simultaneously, the effect of the total quality management implementation and commitment organization to the company performance as much as 59,4%, while the remaining as much as 40,6% is the influence of other factors outside of the two independent variables in this research, such as management control system, internal control, and organization culture

Keywords: Total Quality Management, Commitment Organization, Company Performance